

**RESEARCH AND POSTGRADUATE DEPARTMENT OF COMMERCE  
HENRY BAKER COLLEGE, MELUKAVU  
CERTIFICATE PROGRAMME**



**Programme Code: HBC/COM/CP01/2019-2020**

**Title of the Programme : Certificate Program in Soft Skill (CPSS)**

Name of the Faculty in Charge- Prof.Justin Jose

Instructional Hours 30

**SYLLABUS**

**(100% Theory)**

**Objective:** Objective of the Course-Help students to acquire competence to secure jobs in any area and personality development

**Module I** Soft Skills: An Introduction – Definition and Significance of Soft Skills; Process, Importance and Measurement of Soft Skill Development. Self-Discovery: Discovering the Self; Setting Goals; Beliefs, Values, Attitude, Virtue. Positivity and Motivation: Developing Positive Thinking and Attitude; Driving out Negativity; Meaning and Theories of Motivation; Enhancing Motivation Levels. **(10 Hours)**

**Module II** Interpersonal Communication: Interpersonal relations; communication models, process and barriers; team communication; developing interpersonal relationships through effective communication; listening skills; essential formal writing skills; corporate communication styles – assertion, persuasion, negotiation Public Speaking: Skills, Methods, Strategies and Essential tips for effective public speaking. Group Discussion: Importance, Planning, Elements, Skills assessed; effectively disagreeing, Initiating, Summarizing and Attaining the Objective. Non-Verbal Communication: Importance and Elements; Body Language. Teamwork and Leadership Skills: Concept of Teams; Building effective teams; Concept of Leadership and honing Leadership skills. **(10 Hours)**

**Module III** Interview Skills: Interviewer and Interviewee – in-depth perspectives. Before, During and After the Interview. Tips for Success. Presentation Skills: Types, Content, Audience Analysis, Essential Tips – Before, During and After, Overcoming Nervousness. Etiquette and Manners – Social and Business. Time Management – Concept, Essentials, Tips. Personality Development – Meaning, Nature, Features, Stages, Models; Learning Skills; Adaptability Skills. **(5 Hours)**

**Module IV** Decision-Making and Problem-Solving Skills: Meaning, Types and Models, Group and Ethical Decision-Making, Problems and Dilemmas in application of these skills. Conflict Management: Conflict - Definition, Nature, Types and Causes; Methods of Conflict Resolution. Stress Management: Stress - Definition, Nature, Types, Symptoms and Causes, Impact of Stress; Measurement and Management of Stress Leadership and Assertiveness Skills: A Good Leader; Leaders and Managers; Leadership Theories; Types of Leaders; Leadership Behavior; Assertiveness Skills. Emotional Intelligence: Meaning, History, Features, Components, Intrapersonal and Management Excellence; Strategies to enhance Emotional Intelligence. **(5 Hours)**

**Suggested Readings**

1. Sizzling Soft Skills for Spectacular Success: A Practical Guide on Personality Development
2. Soft Skills Training: A workbook to develop skills for employment